

My husband and I received an i2eye from Sorenson. We were very upset when we discovered that this piece of equipment prohibited us from using the Spanish speaking vrs service offered by Sprint. We have been on a wait list now for several weeks to get the exact same piece of equipment from another provider that will enable us to use not only the Spanish service from Sprint, but the service of all other providers. I feel if Sorenson wants to limit their equipment then they should be prepared to provide all services available to consumers from all providers. Otherwise, they are going to continue doing a disservice to consumers. The lost time my husband and I are experiencing as we wait to get another i2eye has no excuse. We should be able to communicate with his parents. We should have gone to another provider for our i2eye in the first place. Unfortunately, Sorenson's idea of 'informed consent' was not very clear to us. If it had been, we would have gone straight to Sprint or MCI or another provider to begin with.